

MITEL

## Customer Interaction Solutions

### A Highly Flexible, Two-tiered Offering

Mitel® Customer Interaction Solutions consists of Mitel Contact Center Enterprise Edition and Mitel Contact Center Business Edition. This document explains the differences between the two portfolios.

#### Contact Center Enterprise Edition

Contact Center Enterprise Edition addresses the highly sophisticated contact center market, and supports all forms of communication including voice, email, web chat, and fax. This scalable, resilient solution combines robust IP communications platforms, Automatic Call Distribution (ACD), and a modular suite of feature-rich, web-based applications for streamlining contact center management and ultimately enabling “agents anywhere” productivity.

Contact Center Enterprise Edition is required for contact centers that:

- Comprise multiple sites
- Have more than 25 agents or five supervisors
- Run reports from the entire suite (over 425 report templates)
- View real-time statistics on desktop marquee for agents and supervisors
- Identify callers in queue and change their answer priority in real time
- Operate in a virtual contact center environment
- Demand a resilient set up
- Forecast staffing requirements
- Schedule agents and measure adherence

#### Contact Center Business Edition

Contact Center Business Edition is designed for small contact centers that want a cost effective solution that can grow with them. This solution offers a number of applications including historical reporting, real-time monitoring, dynamic agent and queue control, screen pop, and intelligent messaging.

Contact Center Business Edition is the right solution for contact centers that:

- Comprise a single site
- Have 25 or fewer agents and five or fewer supervisors
- Need a cost-effective solution
- Want a solution that matches the needs of their growing organization
- Run core voice reports

#### What is the cost saving achieved with Contact Center Business Edition?

Cost savings are realized in three primary areas where contact centers:

- Deploy few agent real-time desktops
- Use Interactive Contact Center for agent and queue control
- Implement Intelligent Queue Business Edition

Mitel Communications Systems	Enterprise Edition	Business Edition
Inbound (voice) <sup>1</sup>	Standard	Standard
Outbound (preview-voice)	Optional	Optional
Outbound (predictive-voice)	Optional	Optional
Inbound multimedia <ul style="list-style-type: none"> <li>• Email / SMS</li> <li>• Web chat</li> <li>• Fax</li> </ul>	Optional	Optional
Inbound (walk-in)	Requires Professional Services	Not available
Maximum agents <ul style="list-style-type: none"> <li>• Single-site</li> </ul>	100 agents / single PBX 350 agents / virtual 3300 ICP setup	25 agents
Maximum agents <ul style="list-style-type: none"> <li>• Across multiple sites</li> </ul>	Unlimited / network and 350 / cluster	Not available
Maximum queues	256 per PBX	256 per PBX
Skills-based routing <sup>2</sup>	Standard	Standard
Routing <ul style="list-style-type: none"> <li>• DNIS</li> <li>• ANI or caller ID</li> <li>• Type of day</li> <li>• Time of day (Schedule)</li> <li>• Queue conditions</li> <li>• Collect Customer entered digits for screen pop</li> <li>• Remote CRM database lookup</li> </ul>	Optional	Optional
Overflow on wait <sup>1</sup>	Standard	Standard
Interflow on wait <sup>1</sup>	Standard	Standard
Predictive overflow on wait <sup>1</sup>	Standard	Standard
Automatic voice mail distribution	Optional	Optional

<sup>1</sup> Available on the 3300 ICP / SX-200 ICP / SX-2000

<sup>2</sup> Available on the 3300 ICP / SX-2000 only

Mitel Communications Systems	Enterprise Edition	Business Edition
Automatic web call back distribution	Optional	Optional
Call coding (account code) <sup>1</sup>	Standard	Standard
Make busy with reason codes <sup>2</sup>	Standard	Standard
Agent silent monitor <sup>1</sup>	Standard	Standard
Supervisor help <sup>1</sup>	Standard	Standard
Multi-group agents <sup>1</sup>	Standard	Standard
Agent hot desking <sup>3</sup>	Standard	Standard
Agent call recording (voice mail) <ul style="list-style-type: none"> <li>• On demand</li> <li>• Always</li> </ul>	Optional	Optional
Auto-attendant	Standard	Standard
Auto-answer <sup>1</sup>	Standard	Standard
Maximum calls in queue / server	480 calls	480 calls
Multi-site support	Unlimited	Not available
Virtual multi-site	250 sites	Not available
Remote agents	Optional	Optional
Fault tolerant call control reporting <sup>3</sup>	Standard	Not available
Internal instant messaging	Standard	Standard
Operating system (server)	Windows® 2000 or 2003 Server Windows Vista <sup>4</sup>	Windows Vista <sup>4</sup> or Windows 2000 Server or Windows 2003 Server or XP Professional*
Database storage	SQL 2000 or 2005	SQL 2000 or 2005

<sup>1</sup> Available on the 3300 ICP / SX-200 ICP / SX-2000

<sup>2</sup> Available on the 3300 ICP / SX-2000 only

<sup>3</sup> Available on the 3300 ICP only

<sup>4</sup> Coming soon

\*Windows XP Professional – only if there is one active supervisor and no clients running real-time desktop displays, and no additional components are being used such as ACD PhoneSet Manager, ACD Softphone, Call Accounting, or Intelligent Queue

<b>Messaging</b>	<b>Enterprise Edition</b>	<b>Business Edition</b>
Recorded announcements	Optional	Optional
Scheduled messaging <ul style="list-style-type: none"> <li>• Time of day</li> <li>• Day of week</li> <li>• Day of year</li> </ul>	Optional	Optional
Queue-conditional messaging	Optional	Optional
Time in queue	Optional	Optional
Position in queue	Optional	Optional
Updated Position in queue	Optional	Not available
ANI / DNIS routing	Optional	Optional

<b>Agent</b>	<b>Enterprise Edition</b>	<b>Business Edition</b>
Screen pop	Optional	Optional
Graphical user interface	Standard	Standard
Calls waiting in queue display	Standard	Standard
Real-time presence of other agents	Standard	Standard
Real-time identification of callers in queue	Optional	Not available
Agent-requires-help notifications	Optional	Optional
Agent status / control (log in / out)	Optional	Optional
Real-time control of callers in queue	Optional	Not available
Graphical threshold alerts	Standard	Optional
Individual group log on <sup>1</sup>	Standard	Standard
Desktop wall board marquee	Standard	Not available
Caller information display	Optional	Optional
Previous call log display	Optional	Optional
Enterprise Presence / Chat Integration	Optional	Optional
Agent Recording	Optional	Not available

<sup>1</sup> Available on the 3300 ICP / SX-200 ICP / SX-2000

Supervisor	Enterprise Edition	Business Edition
Maximum supervisors	Unlimited	Five supervisors
Real time statistics	Standard	Standard
Agent forecasting	Standard	Not available

Supervisor Real-time Monitoring	Enterprise Edition	Business Edition
Default refresh rate	Real time	Real time
Color-coded notifications	Standard	Standard
Audible notifications	Standard	Standard
Status and statistics <ul style="list-style-type: none"> <li>• Agents</li> <li>• Agent groups</li> <li>• Queues</li> <li>• Queue groups</li> </ul>	Standard	Standard
Real time charts	Standard	Not available
Real-time multimedia displays	Standard	Not available
Manipulate callers in ACD call flow	Standard	Not available
Internal instant messaging	Standard	Standard
Desktop wall board marquee	Standard	Not available
Call monitor and barge-in	Standard	Standard
Enterprise Presence / Chat Integration	Optional	Optional

Historical Reporting	Enterprise Edition	Business Edition
Historical reports	427 reports	42 reports
Reporting formats	Microsoft Excel	Microsoft Excel
Automatic reports scheduler <ul style="list-style-type: none"> <li>• Print</li> <li>• Email</li> </ul>	Standard	Standard
Export data in multiple formats	Standard	Standard
Add / remove report columns	Standard	Standard
Agent and queue performance reports	Standard	Standard
ACD call distribution reports	Standard	Standard
Abandoned call count reports	Standard	Standard
Caller ANI abandon report	Standard	Standard
Wrap-up code reports	Standard	Standard
Multimedia reporting	Standard	Not available
Modify / design report templates	Optional	Not available
Multiple device type reporting	Optional	Not available
Create new report templates	Optional	Not available

LED Reader Board	Enterprise Edition	Business Edition
Wall board sign support	TCP-Unlimited signs Serial – max 15 signs / PBX	Maximum three signs
Ad hoc text messages	Standard	Standard
Real-time statistic messages	Standard	Standard
System alarms	Standard	Standard

Add-on Products	Enterprise Edition	Business Edition
Desktop hard phone control	Contact Center PhoneSet Manager	Contact Center PhoneSet Manager
USB Softphone	Contact Center Softphone	Contact Center Softphone
Workforce Management	Contact Center Scheduling	Not available
Workforce Management Integrations	Impact 360° IEX	Not available
Schedule adherence <ul style="list-style-type: none"> <li>• Real time</li> <li>• Reporting</li> </ul>	Schedule Adherence	Not available
Call costing	Call Accounting	Call Accounting
Advanced Integrated Voice Response	Requires Professional Services	Requires Professional Services
CRM integration	Requires Professional Services	Requires Professional Services



---

<b>Global Headquarters</b>	<b>U.S.</b>	<b>EMEA</b>	<b>CALA</b>	<b>Asia Pacific</b>
Tel: +1(613) 592-2122	Tel: +1(480) 961-9000	Tel: +44(0)1291-430000	Tel: +1(613) 592-2122	Tel: +852 2508 9780
Fax: +1(613) 592-4784	Fax: +1(480) 961-1370	Fax: +44(0)1291-430400	Fax: +1(613) 592-7825	Fax: +852 2508 9232

[www.mitel.com](http://www.mitel.com)

For more information on our worldwide office locations, visit our website at [www.mitel.com/offices](http://www.mitel.com/offices)

THIS DOCUMENT IS PROVIDED TO YOU FOR INFORMATIONAL PURPOSES ONLY. The information furnished in this document, believed by Mitel to be accurate as of the date of its publication, is subject to change without notice. Mitel assumes no responsibility for any errors or omissions in this document and shall have no obligation to you as a result of having made this document available to you or based upon the information it contains.

M MITEL (design) is a registered trademark of Mitel Networks Corporation. All other products and services are the registered trademarks of their respective holders.

© Copyright 2009, Mitel Networks Corporation. All Rights Reserved.

GD 437\_3711 PN 51011131RC-EN

